



# MZUZU E-HUB ANNUAL REPORT 2020/21



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## Message from the Board Chairperson

The past year has been an overwhelming experience with a growing number of programme interventions amid ever-growing uncertainties affecting the business environment. From closure of business operations to adapting to virtual operations, Mzuzu E-Hub had to remain resilient towards supporting our community. As we reflect on the past year, we celebrate the tremendous support we received from the community, and the investment from Mzuzu E-Hub that resulted in tremendous progress and growth. As a result, 1122 community members were able to access a network of support services that uplifted them towards self-reliance and sustainability. These achievements set us apart as one of the reliable and resourceful hubs for accessing information and technology tools; facilitating capacity building; and setting-up businesses and further offering business opportunities.

The results and numerous successes registered by Mzuzu E-Hub and as highlighted in this report are a result of the collective effort by our partners and supporters like you. In this regard, we were honored to partner with four new donors/investors, three implementing partners and fifteen volunteers. These partnerships have made it possible for creation of a stronger, more united, resilient and dynamic community.

We are eager and excited to strengthen the existing partnerships, establish new ones, and grow a vibrant network of partners, investors and entrepreneurs in the coming year and beyond. We continue to believe that the continued growth and existence of Mzuzu Entrepreneurship, Technology and Innovation hub will bring lasting transformative impact on the community we work with through cumulative community members' benefits.

Through sustained Mzuzu E-Hub's support, our innovators and entrepreneurs can only become more resilient, dynamic and productive. This belief is well aligned to Malawi's Vision 2063 and more especially to the pillar focusing on the creation of jobs for Malawi youth so that they are self-reliant, active and productive contributors to Malawi's development. The seemingly small steps we are taking will surely go a long way in contributing to the achievement of Sustainable Development Goals. Much appreciation for the critical role you play in uplifting the youth, start-up community and vulnerable groups. As we strive for excellence in our service delivery, we are highly honored to have you join our community as a partner, supporter and cheerleader.

A handwritten signature in blue ink, appearing to read 'Julius Ng'oma'.

Julius Ng'oma  
Board Chairperson



## Message from the Managing Director

One powerful word comes to my mind as I look back in the year 2020/21: Resilience. Full of ups and downs amidst the global pandemic yet our team was RESILIENT enough to keep pushing towards the difficult period through adaptation and innovation in the continuation of the service delivery supporting our community of creatives and innovators.

A year full of aspiration as our resilient team established the new office space upon relocating from NUAT Plaza to Kwawala House in the beginning of the year and made preparations for expansion at the end of the year. I am excited at the impact the team has had in transforming our community to provide high quality services. With four team members added, we believe they will bring new ideas and expertise that will contribute towards the growth and success of the Mzuzu E-Hub.

COLLABORATION- the best thing that could ever happen to a growing ecosystem. The past year saw us working with other organizations including mHub, Dzuka Africa and ACADES towards implementing two projects: Hatch Start and the COVID19 Youth Challenge incubation. Through the collaboration, we managed to learn how it is crucial towards problem solving, how it brings people and organizations together and how we can learn from one another. I am extremely thankful to the resilient team, amazing support partners and the entire community who have been generous and consistent in providing meaningful tools and resources to enhance our scaling up efforts.

Wangiwe Joanna Kambuzi

Founder/Managing Director

## **ABOUT US**

Mzuzu E-Hub is a social enterprise registered under company's incorporation Act TMBRS 1010145 based in Mzuzu, Northern Malawi that was established with aim of building a community of entrepreneurs creating innovative solutions for their communities to foster job creation and poverty eradication. We provide co-working space, business incubation and technical assistance to start up and emerging enterprises by linking them to a network of services for growth and success. We facilitate this through skills and knowledge transfer, information sharing and provide access to resources, opportunities and networking platforms.

Mzuzu E-Hub was established in June 2017 and full operations began in January 2018 implementing activities contributing towards the United Nations 2030 Sustainable Development Goals including SDG 1- No poverty, SDG 2-Zero Hunger, SDG 3-Good health and well-being, SDG 4-Education, SDG 5-Gender equality, SDG 6-Clean water and sanitation, SDG 7-Energy, SDG 8-Decent work and economic growth, SDG 9-Industry, innovation and infrastructure development, SDG 10-Reduced inequalities, SDG16- Peace, justice and strong institutions and SDG 17-Partnership for the goals. Our target audience includes youth (18-35), women, small and medium enterprise owners, startup and early stage companies

## **OUR MISSION**

To provide capacity building, linkages and networks required to amplify startup and early stage businesses for growth and success. We believe that growth in the number of small businesses will create sustainable incomes and foster a healthy and diverse entrepreneurial environment in Malawi.

## **OUR VISION**

A Malawian economy growing and thriving through increasing numbers of successful small businesses whose ownership reflects Malawi's population demographics, creating jobs and opportunity for all

## **OUR VALUES**

Bold. Passionate. Dynamic. Innovative. Collaborative

## PROGRAMS

### I. BIZCUBATION

Bizcubation brings new and innovative business ideas to life. We connect business experts, mentors and coaches, co-working facilities, wide network of investors, networking events and capacity building sessions for the benefit of 25 youth led start-up ventures annually.

Bizcubation portfolio companies benefit from determining the best business model and marketing strategy to commercialize their idea and measure the social impact, developing investor proposals for funding and developing significant contact network.

Duration: 6 months (3 months capacity building and 3 months implementation support) Sector Agnostic



## 2. MEDIA INFORMATION AND LITERACY EDUCATION

Media and Information Literacy Education (MILE) program introduces citizens to basic understanding of media and information as channels of communication and tools for the development of individuals and societies. In addition to that it also aims at developing students to be creative and critical thinkers as well as responsible users and competent producers. Through the program, Mzuzu E-Hub provides trainings and workshops to spread media and information literacy in Northern Malawi through provision of skills trainings include photography, videography, radio production, digital skills i.e. coding, creative writing/blogging, graphic design, web/app development. The program promotes citizen participation through round hall discussion, debates and literacy workshop on various topics including: access to the information and media, the role of the media, ethics matters, education and empowerment and law.



### 3. ENTREPRENEURSHIP EDUCATION OUTREACH

The EEO collaborates secondary and tertiary schools creating awareness on entrepreneurship to students through inspirational talks. Mzuzu E-hub works with existing Village Savings and Loans Associations and Youth Clubs and youth organizations building their capacity in financial literacy and life skills.

Students and communities undergo mindset shift interventions through career and inspirational talks in schools, mentorship and coaching, information sessions, financial literacy trainings, skills development trainings, awareness on Technical, Entrepreneurial and Vocational Education Training (TEVET) and infrastructure development for educational facilities in vulnerable communities.

The EEO supports infrastructure development projects for education and health facilities through collaboration with communities to enhance access to quality health and education.



# IMPACT STORIES

## Mzuzu Dairy transforming lives of small holder farmers

Mzuzu Dairy Limited is an early stage startup based in Mzuzu City processing and manufacturing daily products including “Fresh Yo” drinking yoghurt, fresh milk and sour milk. Upon graduating out of the Bizcubation 2020 cohort, the company was recognized with the Social Impact Award for improving livelihoods of smallholder farmers across Northern Malawi by supporting them with access to markets for their raw milk.

“The beginning of the incubation program was really tough as we had to adopt the new norm of online training, however with the passing of time in the programme, we managed to acquire important skills that were crucial for the business. As an emerging entrepreneur with great passion and enthusiasm, I still had a lot of gaps in technical skills that were key for the growth of my business, hence I made sure I utilized the opportunity to participate in the Bizcubation programme,” explained Chitowe.

Throughout the year, Mzuzu Dairy managed to enhance their investment readiness and acquired investment support amounting to USD8500.00 through the Growth Accelerator COVID19 funding window and a long term loan amounting to MWK 40 million from National Bank of Malawi Development bank, a subsidiary of National Bank of Malawi.

“Through the investment support, we managed to add 507 smallholder farmers on our supplier network, we recruited four dispatch riders for milk collection, and seven staff working on both permanent and part time. We have also used the loan to procure additional machinery

which will see us expand on product lines and also on processing capacity from 1000L per day to over 8000L per day,” beams Chitowe. Mzuzu Dairy Ltd is advancing towards developing a clear strategic plan to enhance their sales and marketing efforts and financial management to attain transparency and accountability of their generated revenue.

To learn more about Mzuzu Dairy on [www.mzuzudairy.org](http://www.mzuzudairy.org) or <https://www.facebook.com/MZUZU-DAIRY-Limited>



## A Designer with a Touch of Class

What could be more inspiring than “an ambitious and go-getter” young creative entrepreneur, Agness Maliana managing a growing fashion brand “M.A.D” based in Mzuzu City. She views entrepreneurship as a journey of self-fulfillment and currently employs five people under the enterprise.

“The COVID19 pandemic has been a setback for us as demand for clothes that are worn on specific occasions becomes low due to restrictions on events. However, M.A.D managed to stay afloat through various opportunity linkages. We were able to produce face masks for different companies and this scaled our income generation that supported us to continue paying our staff,” said Maliana

Through the Bizcubation program, Maliana lauds the mentorship and networking aspect as most valuable as it contributed to the growth of her business as more customers were able to access their products through referrals and this enhanced their revenue base during the pandemic.

To learn more about M.A.D visit <https://www.facebook.com/MalianaAgnessDesigns>



*Agnes Mariana*



## Supporting our community during COVID-19



The smallest act of kindness is worth more than the grandest intention. Upon the government recommendations towards practicing hygiene, we engaged 267 Chipunga community dwellers and donated soap, hand sanitizers and hand washing buckets worth K250,000.00 supported by an individual sponsor, Amy French based in Australia. awareness and sensitization on COVID19 and preventive measures was an integral part of the day.

Village Development Committee Chairperson Alex Msisya said, “The donation can be described as timely as many community members could not afford to purchase hand washing soap and sanitizers given the current economic challenges that we are facing.”

Furthermore, a total of 31 chairs and 2 tables were donated to TX Chipunga Community Secondary School for the office, library and classes as enrolment of students has increased to 102 students. Headmaster for TX Chipunga School Starling Kondowe says, “the school enrolment is increasing and these chairs will be placed in classes where pupils were sitting on the floor.”

**“Ultimately, the greatest lesson that COVID-19 can teach humanity is that we are all in this together.”  
- Kiran Mazumdar-Shaw**

# IMPACT ANALYSIS

## Bizcubation and COVID 19 Challenge



## Entrepreneurship Education Outreach - EEO



## MILE



## Community Engagement



## OUR NEW SPACE

We transitioned from Nuat Plaza to a new environment which is conducive for our young entrepreneurs and the community. We now have grown our space with new offices, 2 computer labs, a large conference room and a spacious co-working space on the 1st Floor of Kwawala House.



## PATERNERSHIP AND COLLABORATION

### Digital Malawi Project

World Bank through the Malawi Government under Public Private Partnership Commission's Digital Malawi project is supporting the Digital Skills for All and ICT Entrepreneurship Development through Business Incubation trainings. The project, will support individual and groups around the Northern Region build digital skills for employability and increased productivity for youth led start up to early stage enterprises. The project will be implemented in Northern Malawi with focus on Mzimba, Mzuzu, Karonga, Rumphi and Chitipa districts and is expected to train over 500 young people by November 2022. The grant is for USD 250,000

### Partner Innovation Fund



Mzuzu E Hub leads a consortium of Mhub and ACADES under a Social Enterprise Fund from World University Services of Canada – WUSC named Hatch Start Incubation Program. The Hatch Start Incubation project was established with an aim to provide start-up incubation support including skills training workshops, coaching and mentoring as well as seed capital financing for youth and women (18-35) entrepreneurs at idea to seed stage in Malawi. The program targets 150 participants (90 female, 60 male) across Malawi. Currently 90 youth entrepreneurs at idea to seed stage have been enrolled into the program for the first cohort distributed across the three partners equally. The grant is for CAD 60,000.

# FINANCIAL ANALYSIS

## STATEMENT OF FINANCIAL POSITION AS AT 28 FEBRUARY 2021

### **ASSETS**

<b>Non-current assets</b>	
Property and equipment	27,000,000
<b>Current assets</b>	
Account receivable	0
Cash and cash equivalent	30,914,261.95
<b>Total assets</b>	<b><u>57,914,261.95</u></b>

### **EQUITY AND LIABILITIES**

Capital grants	23,000,000
Net surplus	33,994,841.34
<b>Current liabilities</b>	
accounts payable	919,420.61
<b>Total equity and liabilities</b>	<b><u>57,914,261.95</u></b>

## STATEMENT OF SURPLUS OR DEFICIT FOR YEAR ENDED 28 FEBRUARY 2021

### **INCOME**

Funding	78,252,902.18
Other income	<u>2,371,710.61</u>
<b>Total income</b>	<b><u>80,624,612.79</u></b>

### **EXPENDITURE**

Activities	17,670,999.18
Administration	<u>28,958,772.26</u>
<b>Total expenditure</b>	<b><u>46,629,771.44</u></b>
<b>Surplus for the year</b>	<b><u>33,994,841.34</u></b>

**STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 28 FEBRUARY 2021**

<b>INCOME</b>	
funding	78,252,902.18
hall hire	2,371,710.61
<b>Total income</b>	<b><u>80,624,612.79</u></b>
<b>EXPENDITURE</b>	
Project expenses	17,670,999.18
Rent	9,843,400
General office expenses	8,192,515.6
Transport	197,000
Supplier	373,760.33
Bank charges	487,356.33
Salaries	9,864,740
<b>Total expenses</b>	<b><u>46,629,771.44</u></b>
<b>Net surplus</b>	<b><u>33,994,841.34</u></b>

We are excited to welcome new support partners towards enhancing entrepreneurship, technology and innovation amongst youth and women including: The Malawi Government through the Public Private Partnership Commission under the Digital Malawi project funded by the World Bank; the World University Service Canada-EUMC under the Partner Innovation Fund; and Impact Amplifier under the Africa online safety fund supported by Google. Through the partnerships, Mzuzu E-Hub secured \$302,649.68



## OUR DEDICATED AND DYNAMIC TEAM

Our dedicated and dynamic team has new additions and we are excited to highlight the team members that will strengthen Mzuzu E-Hub’s operational processes including: Sibongile Ngonga – Finance and Administrative Officer, Sylvester Kapondera- Monitoring and Evaluation Officer, Joseph Kumwenda – Digital Skills Trainer and Litness Chaima – Communications and Engagement Officer.

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*“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.” – Andrew Carnegie*

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## OUR ADVISORY TEAM



**Julius Ng'oma**  
Chairperson



**William Chibwe**  
Company Secretary



**Conceptor  
Bamusi Kachoka**  
Treasurer

## OUR DYNAMIC & DEDICATED TEAM



**Wangiwe Joanna Kambuzi**  
Managing Director



**Austin Moyo**  
Programs manager



**Sibongile Ngonga**  
Finance &  
Administration Officer



**Litness Chaima**  
Communications &  
Engagement Officer



**kate kumwenda**  
Projects Officer



**Sylvester kapondera**  
Monitoring and  
evaluation officer



**Joseph Kumwenda**  
Digital Skills Trainer



**vincent chikwembeya**  
ICT Support Officer



**Hamida Denis**  
ICT Support Intern



**Kingsley Chimaliro**  
Business Development Intern

# OUR SUPPORT PARTNERS





## **TO SUPPORT OUR WORK, CONTACT US;**

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P.O Box 20094, Mzuzu  
Kwawala House, Second floor, Left wing, Room 10

Cell: (+265) 994 209 263 | 881 420 207  
Email: [hello@mzuzuehub.org](mailto:hello@mzuzuehub.org) | [Mzuzuehub@gmail.com](mailto:Mzuzuehub@gmail.com)  
Website: [www.mzuzuehub.org](http://www.mzuzuehub.org)